



## **AMIR 2.0 Achievement of Market-Friendly Initiatives and Results Program**

Contract No. 278-C-00-02-00210-00

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**National Tourism Strategy 2004-2010: Ministry of Tourism and Antiquities Retreat  
October 1st. -3rd. 2004: Dead Sea Team Building Exercises Report**

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**National Tourism Strategy 2004-2010**  
**Ministry of Tourism and Antiquities Retreat**  
**October 1<sup>st</sup>. -3<sup>rd</sup>. 2004**  
**Dead Sea**  
**Team Building Exercises Report**

Final Report  
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## **Background**

The objective of the Program is to act out as an assisting program that will help achieve the objectives of the Workshop Program of the MOTA Staff held at the Dead Sea Marriot hotel.

There are four major components to concentrate on during the exercises: Awareness, Commitment, Ownership, and Action.

## **Team Building Exercises**

It is important to note that several exercises were prepared but due to time constraints we decided in coordination with the Managing Team to do the following exercises.

The Program consisted of 3 main parts:

1. Who Wants to Win the Telephone
2. Floating Stick
3. Map of Jordan

Below you will find the details related to the four parts; the purpose, a brief description of each exercise, the methodology, the tools arrangements and setup, and the results.

### **1. Who wants to win the Telephone!**

#### **Purpose:**

1. To create awareness among the participants about the National Tourism Strategy in an exciting & appealing way.
2. To build bonds between the Ministry staff and the Antiquities Department in an enjoyable and interesting way.

#### **Description:**

A challenging contest that is similar to the TV program “Who wants to be a Millionaire” was designed with customized questions that included two main categories; the National Tourism Strategy and General Tourism Information. Please see appendix 2 for example of screen and questions format.

## **Methodology**

Qualifying Question: in order to qualify for the contest a question with 4 possible answers was distributed to everyone upon their arrival at the meeting hall. Please see appendix 1

Everybody submitted their answers and a team of 4 gathered the correct answers and placed them in the designated glass bowl that was used to withdraw the names of the participants' one at a time.

There were 6 groups of questions for each participant with 4 possible answers. 3 methods of help were available for the participant

1. Consult with the audience
2. Ask a friend
3. Omit two answers

The game was conducted on Friday October 1<sup>st</sup>. 2004 at around 6.30pm.

## **Tools, Setup & Arrangement:**

1. A big glass bowl to put the correct answers of the qualifying question.
2. Two main big screens for the audience to see the contest questions.
3. A Seating arrangement on the stage that contains two stools & two screens in front of each stool. These were available for the contestant and the director of the game.
4. Candy and chocolate for the unlucky contestants that could reach to the 6 question. Also from now and then some questions were given to the audience to share their knowledge and the correct answers got chocolate and candy.
5. A land phone as the big prize for the winner.

## **Results & Outcomes:**

9 main participants' joined the contest.

10 questions were answered by the audience.

It was obvious that the audience enjoyed their time as there was a lot of involvement and participation.

The excitement was great; it broke the ice and helped encourage laughter and ease of atmosphere.

## **2. Floating Stick**

### **Purpose:**

1. Team building & coordination.
2. An exciting way to start the day.
3. Problem solving
4. Learn how to work with limited resources
5. Leadership

### **Description:**

An exciting game to start the day with. The challenge is to team up coordinate and place the stick on the fingers of the participants of each team to lower and lower it to the ground.

### **Methodology:**

Audience should group up in teams of 10 and stand opposite to each other; line up in pairs facing partners.

Everyone's fingers must constantly be in contact with the stick at all times. Each team had a controller to supervise the process and give results of completion of exercise. This exercise is easier said than done. The game was conducted on Saturday October 2<sup>nd</sup>.2004 at around 9.05 am.

### **Tools, Setup & Arrangement:**

1. A bunch of straws connected together tightly to form 6 floating sticks for each team one stick to use.
2. Candy for the winning team; first to achieve the mission.

## **Results & Outcomes:**

Everyone participated with lots of enthusiasm and motivation and lots of laughter.

The teams were making lots of noise and fuss about it.

After the exercise the audience gave valuable feedback about the exercise. Some feedback included:

We could not accomplish the goal of the exercise without coordination among us.

We started without a plan and could not progress.

We accomplished the mission once we designated a leader and he walked us through the whole process until the mission was accomplished.

At first we could not accomplish anything because we thought there are too many of us and we could not fit in to hold the stick. We thought it is impossible with the limited resources. But after having appositive attitude and determination that it could work we accomplished the mission. A lot of times at the ministry we are held back with limited resources, so this exercise helped open our views.

Because one of us took the lead and helped us see the correct way of implementation we could solve the puzzle.

We could not do anything because each of us was talking and no one listened to the other. We failed!

We need to plan and have a strategy in order to accomplish anything.

We should have explored the possible ways before beginning.

We needed to calm down and slowly, patiently lower the Stick.

## **3. Map of Jordan**

### **Purpose:**

1. Team building
2. Coordination between the Antiquities & Ministry staff.
3. Define the most famous sites of Jordan, reinforce knowledge & refresh the memory.
4. Time Management
5. Leadership



### **Description:**

One thinks that drawing the Map of Jordan in an easy task and comes by nature especially to the staff of Ministry of Tourism & Antiquities. Well its easier said than done.

### **Methodology**

According to their seating arrangement were everyone is teamed up with different departments each team's mission was to:

1. Draw the map of Jordan
2. Locate 22 famous sites on the map. A list of those 22 locations were given to the participants. Please see appendix 3 for reference.

A time frame was given to the participants and they needed to finish the task within that given time.

The game was conducted on Sunday October 3<sup>rd</sup>. 2004 at noon time.

### **Tools, Setup & Arrangement:**

1. A flip chart for each team along with markers to draw and locate the sites.
2. A correction sheet was prepared and given to the 7 team controllers to correct the work of the teams against the correct locations & Map dimensions. Please see appendix 4. The controllers should grade the map by putting marks. The map had 8 points and the 22 locations 22 marks. So the total grade would be 30.
3. Candy for the winning team; first to achieve the mission.

### **Results & Outcomes:**

This game was a real challenge as everybody new that they should get the mission done in a timely & accurate matter. It is their filed after all. Everyone participated it was fun, each team wanted to compete and get all the locations correct and the Map a piece of art. One team accomplished the mission in a timely matter. Their grad was 29 put of 30.

### General Recommendations:

1. It is recommended that the following Training Programs are Conducted to the various and related departments at the Tourism & Antiquities Ministry:
  - ⚡ Positive Thinking
  - ⚡ Motivation
  - ⚡ Team Building
  - ⚡ Service Excellence
  - ⚡ The techniques of welcoming & Goodbye process for Tourists.
  - ⚡ Presentation & communication skills.
2. Arrange an event with the Private Sector to discuss possible cooperation.
3. Form an effective office; one for the Private Sector complaints, comments and experiences and another for the Tourist complaints, comments and experiences.
4. Provide real & reliable Access for information to the Private Sector & Potential Investors.
5. Several issues should be looked at in each Tourist sight:
  - ⚡ Arrange for mystery tourism for the sights and report back for improvement.
  - ⚡ Closing timings of the sights should be re evaluated.
  - ⚡ It is recommended to have Uniforms for the employees at sight.
  - ⚡ Have Sight maps & brochures available at the sites for tourists to acquire.
  - ⚡ Provide the following services:
    - i. Rest rooms
    - ii. Information desks
    - iii. Transportation
    - iv. Restaurants
    - v. Cold clean water
    - vi. Proper signs at location
    - vii. Map
    - viii. Brochure
    - ix. Ticket
    - x. A sign that includes procedures for entry, ticket price, safety information ..etc.
    - xi. Have available location transportation for handicapped people.
    - xii. Have religious and general souvenirs at sights
    - xiii. Have a customer satisfaction & evaluation form at site to be filled by the tourists.

6. The Tourism culture, atmosphere and environment need development.
7. Unifying the historical information that the guides portray to Tourists Through having a unified information manual for all the sites.
8. Restrictions, procedures & governmental regulations for investments at sights need to be worked on.
9. Investments should be encouraged specially at the non famous sites to encourage Services. So special treatment should be available.
10. It's important to have available brochures at airports.

**ورشة عمل وزارة السياحة والآثار**  
**البحر الميت / 1 - 3 أكتوبر 2004**

**أهلاً وسهلاً**

**خلال برنامجنا لهذا المساء، سنقوم بمشاركتكم بمسابقة تشبه برنامج من سيربح المليون.**

**لنيسنى لك التأهل والمشاركة، يجب أن تعطي الإجابة الصحيحة عن السؤال التالي:**

**ما هي أول قناة فضائية خاصة تبث من الأردن وتسعى الى نشر الفنون والثقافة البيئية والسياحية؟**

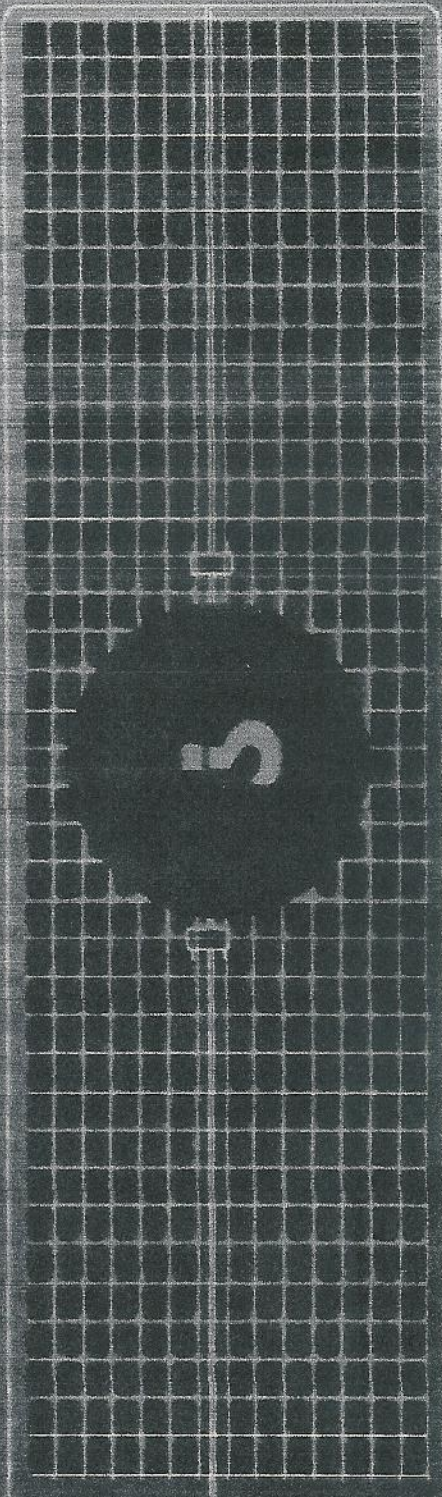
- 1. الحياة**
- 2. بانوراما**
- 3. نورمينا**
- 4. مينا**

**الاسم: \_\_\_\_\_**

**بالتوفيق**



# من سيربح التلغوني؟



الاحتمالات



٦ ٥ ٣ ٢ ١ ١

5. نهدف الاستراتيجيه الوطنيه الى مصاعمة ابرادات هذا القطاع لنصل الى ؟

2 ♦ 1.3 بليون دينار

1 ♦ 3.1 بليون دينار

4 ♦ 7 بليون دينار

3 ♦ 1 مليار دينار



# Map of Jordan

## خارطة الأردن

Draw the Map of Jordan on your Flip Chart and then place the following  
Tourist Sights on their correct location on the Map:

على الفريق أن يرسم خارطة الأردن بشكل صحيح على اللوحة. ثم وضع المواقع السياحية التالية في مواقعها  
الصحيح على الخارطة:

Ajloun	1	عجلون
Al Himma	2	الحمة
Al Karak	3	الكرك
Al Mujeb Nature Reserve	4	محمية الموجب
Aqaba	5	العقبة
Dana	6	ضانا
Hammamat Ma'in	7	حمامات ماعين
Iraq Al Amir	8	عراق الأمير
Jerash	9	جرش
Ma'an	10	معان
Mount Nebo	11	جبل نبو
Petra	12	البتراء
Qasr Al Basha	13	قصر الباشا
Qasr Al Bint	14	قصر البنت
Qasr Al Halabat	15	قصر الحلابات
Qasr Al Hammam	16	قصر الحمام
Qasr Al Mushatta	17	قصر المشتى
Qasr Al Kharraneh	18	قصر الخرانة
Wadi Rum	19	وادي رم
Um Al Jimal	20	أم الجمال
Umm Al Rassas	21	أم الرصاص
Umm Qais	22	أم قيس

# Map of Jordan

8 marks on the Map.

1 one mark for each correct location.

